Information Technology Manager's Council Meeting

September 2, 2015 Meeting Minutes
8:30 am – 10:30 am
State Capitol, room 152

Attendees	
Meeting Chairperson: Tim Bottenfield	
Cheryl Grey	**DOA/SABHRS**
Dale Gow	**LEG**
⌂**Edwina Morrison**	**OCHE**
Jim Gietzen	**OPI**
Joe Chapman	**DOJ**
John Daugherty	**COR**
⌂**Judy Kelly**	**DLI**
Kim Moog	**DLI**
Kreh Germaine	**DNRC**
Larry Krause	**DOC**
Lynne Pizzini	**SITSD**
Mark Van Alstyne	**SOS**
Mike Bousliman	**MDT**
Rick Bush	**TRS**
Sky Foster	**AGR**
⌂**Stacy Ripple**	**STF**
Meeting Minutes Recorded by: Samantha Cooley	

Meeting Guests
Maura Fleetwood, SITSD; Kris Harrison, SITSD; Tom Murphy, SITSD; Jerry Marks, SITSD; Joe Frohlich, SITSD; Beth Stephenson, SITSD; Denise Patterson, Northrup Grumman; Harold Bruce, DPHHS; Angie Riley, IMPERA; Dan Rozsa, Oracle; Becki Kolenberg, Montana Interactive; Greg Snortland, Montana Interactive; Audrey Hinman; Penne Cross, SITSD; Tammy Peterson, Supreme Court; Chris Hope, SITSD; Jody Troupe, SITSD; Scott Carrougher, EMC; Bryan Shaw, DELL; Ben Callahan, Microsoft; Matt Pugh, SABHRS; Carter Williamson, IBM; Rich Garcia, IBM; Jack Nichols, Corporate Technology Group; Adam Kopczuk, CompuNet; Sip Leggitt, Cerium Networks; Andrea Keno, SHI; Jennifer Viets, CJIN; Rachael Mattausch, CJIN; Matt Van Syckle, SITSD

⌂Real-time Communication
Lisa Vasa, Jenifer Alger, Kyle Belcher, Mike Cochrane, Randy Haefka, Anne Kane, Dave Johnson, Darren McClain, Edwina Morrison, Pete Wiseman, Sean Rivera, Irv Vavruska

I.   Welcome and Introductions

Approval of August Minutes: the August Meeting Minutes were approved and accepted as written.

Tim Bottenfield welcomed the group; he is the new Chair for FY15-16. He thanked Larry Krause, the previous Chairperson, for his service in chairing ITMC this last year.

II.   CIO Update, Lynne Pizzini

Lynne thanked Larry on behalf of Ron for chairing ITMC.

CIO Top 5

Lynne will provide an overview of the "Top 5".

1.   Enterprise IT Financial Workgroup

The Enterprise IT Financial Workgroup is made up of Finance and IT Managers addressing financial items in the State. There are several workgroups out of this group which focus on the following topics:

- IT Chart of Accounts
- IT Volume 10
- IT Services Recommendations
- SITSD Budget
- SITSD Rate Setting

Feedback

Mike Bousliman commented that the scope of this group has broadened. Initially it was supposed to be only rate setting, now it has evolved into other things. We need to define the goals and objectives for this group. It's hard to know where the group is headed without clear goals and objectives, and further defining the mission of the group.

Lynne commented the Enterprise IT Financial Workgroup was put in place through the recommendation of ITMC and the recommendation from the SITSD Rate Audit, which asked SITSD to receive more input and increased collaboration with customers.

Action: Lynne will add "Defining Goals, Objectives and Mission" to the agenda at the next Enterprise IT Financial Workgroup Meeting.

2.   Enterprise Security Program

We are continuing to implement the Governor's Executive Order on MT-ISAC. The group passed the Operating Procedures; they are now working on Goals and Objectives. There is one working group that has been established, the Situational Awareness Group. That group will produce additional communication on security and day to day matters. MT-ISAC is well on its way under the leadership of Ron Baldwin and Joe Frohlich.

3.   IT Conference

SITSD staff is working diligently on preparing tracks and establishing speakers for the agenda. We hope to have the agenda out very soon.

4. **Desktop Support/IT Support**

SITSD is working with the Montana Historical Society and the Public Service Commission to provide in-house desktop support, it's going well. SITSD is working with both organizations to move their systems into the State Data Center.

5. **Move from Federal Reserve Bank**

The move out of the Federal Reserve Bank (FRB) was completed last week. Three major bureaus moved out of the FRB to the Cogswell Building. The benefits of the move include:

- Cost savings around 100K per year
- Less drive time back and forth for staff
- Increased efficiency
- Increased communication/collaboration between bureaus internally money on rent.

90% of SITSD staff are now in the Capitol Complex.

III. Data Classification, Joe Frohlich

Joe Frohlich presented on the Data Classification Policy and Guideline at the August, 2015 ITMC Meeting. Seven different agencies were involved in planning the Data Classification Policy and Guideline which stemmed initially from ISMG. The policy is well vetted from the agencies of interest. There were no comments or questions from the group.

Motion: John Daugherty motioned to adopt the policy, Sky Foster seconded the motion. All were in favor. Motion passed.

IV. SummitNet Update, Kris Harrison

There have been questions from the agencies about county's leaving SummitNet. Kris addressed them with a PowerPoint Presentation.

County Broadband Service: 25 of 56 Counties get their broadband service from SummitNet.

Procurement of Broadband: the State doesn't require counties to sign a contract, counties pay their portion of the local circuit cost as well as the SummitNet port charge.

Type of Broadband, Speed, & Internet: All counties with the exception of two use the State's internet portals. Other services counties utilize are email, CJIN access through DOJ, access to the State Courts system and/or Courts video conferencing system as well as direct access to the SOS Votes system. This transport is a higher class of broadband service call Multi-Protocol Label Switching (MPLS) and thus more expensive than a typical residential broadband Internet service.

Subscription to Services: commodity internet is through SummitNet. Other services are email, CJIN, court systems, SOS vote system. SummitNet service is a higher class of broadband than MPLS, it allows higher quality service where traffic can be prioritized (voice or video etc.).

SummitNet is higher quality than typical residential broadband. There is some misconception that counties can get cheaper through residential. However residential internet will not provide protection, the dedicated SummitNet connection can guarantee the delivery of information, security and encryption.

All circuits are MPLS or Ethernet, high-level circuits, well above typical DSL.

County Dropout's

There were some counties that have dropped off, although we have seen that level out. Reasons they have dropped out include:

1. Cost

    1.1 Due to cost of: Security Posture of the State of Montana (putting a lot of focus on security , to make sure this network is hardened, we don't want to be exposed with breaches, attacks, and hackers) There has been a decrease in flexibility for some of the counties. They have needs that require tunnels etc. that we cannot provide from an Enterprise Perspective. We cannot be loose with security rules.

    1.2 Local Broadband is cheaper.

2. Perception that CJIN Costs/SummitNet Costs are going up.

    When other counties drop off, costs are split between remaining counties, increasing average circuit costs for those remaining.

    Anyone with questions on CJIN, see Jennifer Viets. She can better explain anything on that end. She has prepared some documents for counties to understand why costs have changed over the last few months.

Retaining the Counties

NTSB has been working hard to retain the counties, it is a benefit to SITSD and to State agencies, the more subscribers we have on the network, the cheaper it becomes for everyone else. Chris Hope and Jody Troupe presented at the last LIGIT conference, we have retained some of the larger counties and worked with them on areas where we can provide a partnership, grant flexibility and potentially, a pilot.

We are working with Missoula County; they have their own security infrastructure and security staff. They want to provide services to their customer base; they don't want SITSD in front of those services. Technically, we have accomplished that, although there is not yet a contract in place. We would allow them some flexibility in web filtering; they would have the flexibility to implement their own rules while still standing behind the SummitNet firewalls. We are working on a daily basis to retain the counties and satisfy their needs. At the end of the day, we are better off collaborating and sharing costs and services.

Internet Bandwidth Status

There have been concerns over the HB10 funding cuts and how internet bandwidth will be increased. Now that we know what our budget is going to look like we are getting closer to making a decision.

Options for Increasing Bandwidth:
- Current Status
- Flex VPN: we had some success early on with this, we are hitting roadblocks from a technical perspective, we are working with vendors and CISCO to resolve this, more information to come.
- Internet 2: we have been establishing a relationship with the university's and internet 2. SITSD's architect has met with UM. Their Internet has a 100 gig fiber connection drop off point in Montana, which gives us an onramp that could be used for layer 2.
- New Pricing/Funding: our current internet provider has dramatically reduced the cost for internet; this might be the most viable option to upgrade internet bandwidth. Above one gig, the costs increase. These costs include web filtering, taps etc. We are looking into layer 7 application firewalls; they need to be there to protect the State from next generation threats coming down the line. Kris will be working with Lynne Pizzini to talk about options.

Action: Kris Harrison will report in on progress at the next ITMC meeting.

CJIN Costs, Jennifer Viets
Jennifer wanted to clarify that CJIN has never been funded by a grant. CJIN used to pay SummitNet fees through an IT General Fund and adjusted and paid the circuit costs per location. The cost increases were dramatic. CJIN had some savings they used to cover the costs; this is the first year they have passed that on to local law enforcement. In addition, there is rumor that CJIN and DOA were conflicting, that is not the case. They are partners with DOA and have been since 1967.

Reaching out to the Counties
Mark Van Alstyne requested a list of current SummitNet users and how they are using SummitNet. Mark commented it can be difficult to have an application where things are constantly changing. Mark asked what are the existing channels to reach out to counties?

Kris commented that MACO is no longer representing as many counties as they used to. A dozen or so counties participate in LIGIT.

Jeremy Stoshick, SITSD commented the folks in the county seats are not getting involved, some of the cities come to me for pricing, they are holding everything together for use of contractors, they are trying to find their way and balance their way. There is education that needs to take place to those in county seats so they can make our services work with their budgets.

Mark commented SOS attends a County Clerk and Recorder Convention, there is probably a Treasures Convention as well that could be a good audience in which the counties could be reached. They need to understand the benefits and costs of SummitNet.

Network Strategic Plan
Mike Bousliman commented that the budget process coming up in six months. Creating a strategic plan for the network to prepare for the next session would be ideal.

Lynne Pizzini responded that she will address that topic later in today's agenda.

V.   Service Catalog, Audrey Hinman and Jerry Marks

Audrey Hinman provided a presentation of the new Service Catalog. The main categories are contained on the first page, the first six categories are SITSD services, the button icon is Enterprise Services that all customers receive at an Enterprise Rate.

Databases Section was used for the demonstration. Users can select what they are interested in, then a brief description on the product displays followed by a new "bundled section". A lot of feedback SITSD received was that users didn't fully realize all of the services required to go along with an initial purchase. It's meant to assist users in understanding what all of the pieces should be. The catalog can be used as an estimator.

Bundles are based on average, when you get into the details, exact costs will vary.

There is an "A la Carte" individual section, where each piece is listed separately. For each item users enter a quantity. Each item has information popup's that goes through each service description, giving specific details on the service. There is a section that outlines what SITSD needs from customers and what their responsibility is. This page can place the order or print the estimate of the order. Print Estimate can be saved as a PDF and the CRM contact information is listed at the bottom of the page for questions.

Jerry Marks stated with vRealize, there is no waiting. Users tell the system what they want and within the next seven to ten minutes purchases are live. Users can reboot servers etc. themselves in the middle of the night. Anything that can be automated will be on vRealize.

Action: Add vRealize portion of the demo to the next ITMC agenda.

VI.   IT Volume 10, Cheryl Grey
There is a meeting later this month with the Financial ITMC group; we will talk about the requirements of financial reports and how to get that information out of SABHRS to report in to the Governor's office.

VII.   Five Year IT Infrastructure Plan, Lynne Pizzini
Late last night, Lynne received the rough draft of the Five Year IT Infrastructure Plan from the technical writer that has been working on it. The plan needs to be vetted within SITSD before it comes to ITMC. SITSD will be reviewing it over the next couple of weeks. Lynne will ask that ITMC members review the plan and provide feedback on their predicted needs over the next five years. Areas covered include Data Center, State network, security, private/public cloud, video and Enterprise Infrastructure.

Action: Lynne Pizzini will send out the plan and ask for feedback from agencies.

VIII.   eGov Managers Workgroup, Lynne Pizzini
The eGov Managers Workgroup is being formed as an eProcurement group to evaluate eGov Services for the State, including the evaluation of the MI Contract and developing a roadmap for eGov services for the State. The first meeting will be held on September 29.

Action: Anyone interested in joining the eGov Procurement Group, please contact Maura Fleetwood for information.

IX. PPM Workgroup, Harold Bruce

The subcommittee for determining the new PPM tool has seen several demos. They have had demos from Clarity, Daptive, Solaxis, Microsoft, and Plannview declined to talk to them because Montana could not guarantee enough users. The Clarity demo went over very well. Harold, Justyn Katsilas and Stuart Fuller are in the process of drafting recommendations.

X. Member Comment: none

XI. Public Comment: none

Action: Future ITMC Agenda items can be sent to Tim Bottenfield or Maura Fleetwood to be discussed at the next meeting.

Next Meeting Information:
Date: October 7, 2015
Time: 8:30 am – 10:30 am
Location: State Capitol, room 152

XII. Meeting Adjourned

The meeting was adjourned at 9:46 am.

XIII. Summary of Action Items

Action: Lynne will add "Defining Goals, Objectives and Mission" to the agenda at the next Enterprise IT Financial Workgroup Meeting.

Action: Kris Harrison will report in on identifying how to increase internet bandwidth at the next ITMC Meeting.

Action: Add the vRealize portion of the Service Catalog demo to the next ITMC Agenda.

Action: Lynne Pizzini will send out the Five Year IT Infrastructure Plan, asking for agency feedback. Please review the document and respond with what your agency's expected needs will be.

Action: Anyone interested in joining the eGov Procurement Group, contact Maura Fleetwood for meeting information.

Action: Future ITMC Agenda items can be sent to Tim Bottenfield or Maura Fleetwood to be discussed at the next meeting.

*Summary of Motions Passed on Page 8

XIV.   <u>Summary of Motions Passed</u>

Motion: John Daugherty motioned to adopt the Data Classification Policy, Sky Foster seconded the motion. All were in favor, motion passed.

Meeting Minutes Draft Submitted by: Samantha Cooley on 9/4/2015